

S-3 Lessons Learned for JTFEX

ROM II

- Ensure a list of support numbers and e-mails including home numbers are posted.
- Maintain an extremely accurate pass down logbook to document daily transactions because NEXCOM is not always just across the street.
- Recordskeeper communication is a must, no matter how minor the problem. If it took three tries to import data when yesterday it took two, the Chief and Division Officer should be notified.

CREW BARBERSHOP

- Post signs to alert the crew of any changes in barber's schedule (i.e. medical appointment).
- Ensure supplies are restocked on a daily basis.
- Make sure a pen is tied to the logbook, otherwise the pen walks away.

SHIP'S STORE

- Ensure price checks are done on a daily basis.
- Ensure proper emblematic items are scanned correctly. We have had the PH's take pictures of the items that do not have UPC's on them and posted them with the proper computer generated bar code. Now it's by sight and the probability of error is reduced.
- Inventories should be done midday, due to time consuming cash reconciliation and recounts. By doing the count late in the day or after hours, for the convenience of the crew, makes for extra long days for the division.

CASH COLLECTION AGENT

- Fill all change machines with collections made from the vending operation to reduce the amount of change turned in to the Disbursing Officer.

LAUNDRY

- The Laundry Supervisor must maintain daily communication with the Chief and Division Officer on the equipment status or any delays that may have occurred during the workday.
- There should only be accountable personnel doing check in and out of laundry. Many times the FSA's were unsure of the magnitude of signing their name to the laundry that they were picking up.

- Ensure personnel that are TAD are properly trained in the proper way of running the equipment properly.
- **Stenciling** is the key to smooth operation. S-5 is the first step of the QA process. If the laundry bag has any discrepancies (including no stencil) then it should not be taken to the S-3 spaces. If the discrepancy is found while check-in to laundry, the bag is rejected back to S-5 personnel.
- Logbooks were essential in the investigation of missing laundry. We were able to track down at least 6 different situations where the logbook was able to show the customer that the items in question were either returned already or were not turned in on the day in question.
- A watch was instituted in the self-service laundry due to personnel not washing full loads of clothes (water conservation) and washing unauthorized items (uniforms). This could become an issue due to laundry giving up a person to stand watch and not process the laundry.
- Bulk bags need stenciled on sides and bottom. The completed bulk bags are stacked in the clean laundry area and wait for the designated individual from the department to pick it up. With multiple stencils, the bag can be easily identified and pulled from the stack.
- Ensure proper stain removing products are kept onboard by either HAZMAT or (if authorized) in work center. We check and double check pockets, but there are the occasional sticks of gum or pens that are missed. There are safe chemicals that are Navy approved to combat these stains and return the garment without a laundry claim.